



1



Adam Norman, IV-D Director
Joe Jean, Director of Organizational Change Management
Angie Davis, Training & On-site Support Lead



2

AGENDA



- Project Status Updates
- Technical Readiness
- Training
- On-site Support
- County Profile
- Q & A

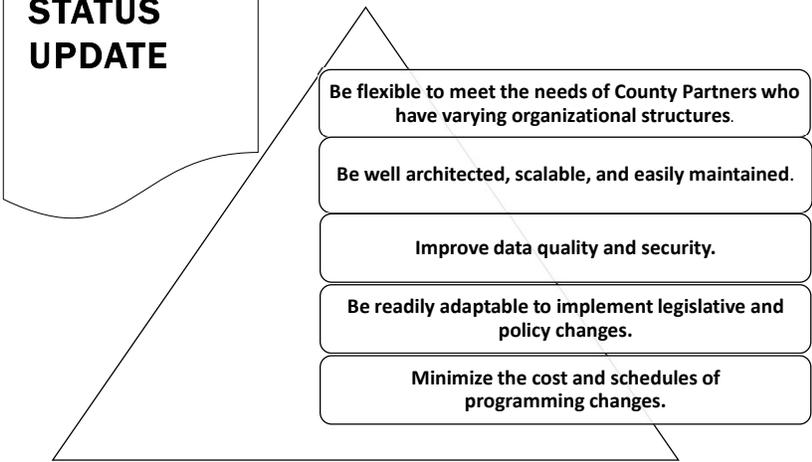


IN.gov/dcs

3

PROJECT STATUS UPDATE

INvest Vision



- Be flexible to meet the needs of County Partners who have varying organizational structures.
- Be well architected, scalable, and easily maintained.
- Improve data quality and security.
- Be readily adaptable to implement legislative and policy changes.
- Minimize the cost and schedules of programming changes.



IN.gov/dcs

4

<p>PROJECT STATUS UPDATE</p>	<h2>County Engagement</h2> <ul style="list-style-type: none"> • 5 Design Open Houses • 15 Business Scrums • 278 Change Champions • 299 Super Users • 25 County UAT Testers • 40 Data Clean-up Reports • ECM Proof of Concepts & County Meetings 
<p>IN.gov/dcs</p>	

5

<p>PROJECT STATUS UPDATE</p>	<h2>Project Engagement</h2> <ul style="list-style-type: none"> • 06/01/20 - 01/31/23 • 150+ Team members • 19 Development Sprints (6 added) <ul style="list-style-type: none"> • 4 Sprint Teams • 2132 User Stories • 10 Data Conversion Sprints <ul style="list-style-type: none"> • 102 Salesforce Objects • Plus, numerous updates 
<p>IN.gov/dcs</p>	

6

<p>PROJECT STATUS UPDATE</p>	<h2>Technical Statistics</h2> <ul style="list-style-type: none"> • 168 Screens • Converting ISETS to INvest: <ul style="list-style-type: none"> • 3 Years Open/Closed cases • IV-D/NIVD • 515,463 Cases • 1,444,110 Participants • 3 Mock Runs for Data Conversion 
<p style="text-align: center;">IN.gov/dcs</p>	

7

<p>PROJECT STATUS UPDATE</p>	<h2>Current Status</h2> <ul style="list-style-type: none"> • User Acceptance Testing (UAT) <ul style="list-style-type: none"> • 12 Week Timeline <ul style="list-style-type: none"> • 7 weeks CSB-IT • 5 weeks CSB/County • Defect Counts (as of 6/1) <ul style="list-style-type: none"> • 192 - DDI must fix prior to pilot 
<p style="text-align: center;">IN.gov/dcs</p>	

8

PROJECT STATUS UPDATE

Next Steps

- Training & Implementation Prep
 - Later slides
- Pilot Go/No Go
- Rollout Go/No Go's

Group	Day One/Go-Live
Pilot	August 1, 2022
Regional Rollout #1	October 3, 2022
Regional Rollout #2	November 1, 2022
Regional Rollout #3	January 3, 2023



IN.gov/dcs



9

PROJECT STATUS UPDATE

Future Steps

- OCSE Federal Certification
- M & O / Warranty
- Changes/Enhancements



IN.gov/dcs

10



Technical Readiness

Joe Jean

11

<p>TECHNICAL READINESS</p>	<h2>Bandwidth to Support INvest</h2> <ul style="list-style-type: none">• Octane Score: how quickly a page loads.• Network Latency: the amount of time it takes for data to be captured, transmitted, and processed.• Download Speed: the amount of time it takes for data to download from the server. 
---------------------------------------	---

IN.gov/dcs

12

CSB ID USAGE	<h2>Office 365 Accounts</h2> <ul style="list-style-type: none">• Office 365/CSB ID Account will be used to access INvest• Activate your account now• Develop a routine to regularly check emails and Teams messages• Must use CSB ID to access Teams meeting recordings, chat, etc.  <p>IN.gov/dcs</p>
-------------------------	--

13

CLERK- POSTED PAYMENTS	<h2>Clerk-Posted Payments</h2> <ul style="list-style-type: none">• Receipt printers• Disbursement<ul style="list-style-type: none">• ACH will be initiated by clerks  <p>IN.gov/dcs</p>
---------------------------------------	---

14

Questions



IN.gov/dcs

15

Training

Adam Norman, Joe Jean, Angie Davis

16

LEVEL SET

INvest Training Is:

A basic training course designed to help you conduct your most important business from Day One.

INvest Training Is Not:

A comprehensive training course designed to cover all system functionality.

- More in-depth training will be provided during and after statewide implementation



IN.gov/dcs

17

LEVEL SET

Training Questions



Four types of questions will come up during INvest training



IN.gov/dcs

18

LEVEL SET	<h2 style="margin: 0;">Technical Questions/Concerns</h2> <p>Examples:</p> <ol style="list-style-type: none"> 1. I'm having trouble logging into INvest . 2. I want the screen in Teams to be larger. 3. I can't hear the trainer. <p style="text-align: center; margin-top: 20px;">These questions are welcome!</p>
<small>IN.gov/dcs</small>	



19

LEVEL SET	<h2 style="margin: 0;">System Training Questions</h2> <p>Examples:</p> <ol style="list-style-type: none"> 1. Will addresses entered on the enrollment screens transfer over to the intake screens? 2. Can I customize my home page? 3. Is this field mandatory? 4. What happens if I hit refresh in INvest? <p style="text-align: center; margin-top: 20px;">These questions are welcome!</p>
<small>IN.gov/dcs</small>	



20

LEVEL SET	<h2>Design Questions/Suggestions</h2> <p>Examples:</p> <ol style="list-style-type: none"> 1. I think that there are too many accordions on Financials. 2. The layout would be better if the home screen tdisplayed the last case you were working on the previous day. 3. The information on the enforcement dashboard and the enforcement actions need to be on the same screen. <p>These questions/suggestions are welcome but will not be addressed during training.</p>
	
	<small>IN.gov/dcs</small>

21

LEVEL SET	<h2>Policy-Related Questions</h2> <p>Examples:</p> <ol style="list-style-type: none"> 1. If the NCP requests to close a case, what closure would I use for that situation? 2. Should I send a transmittal 2 or 3 to another state because I need a status update on my initiating case? 3. Is it okay to put a STOP on a new case to allow the NCP time to pay on their case before being submitted to all enforcement actions available? <p>Policy-Related questions will not be addressed.</p>
	
	<small>IN.gov/dcs</small>

22

PILOT AND SUPER USER TRAINING

Training Details

- Pilot Counties (including CSB)
 - 1 session offered
 - July 13-15
- Super User Training
 - 2 sessions offered
 - July 25-27
 - August 1-3

- Virtual via Teams
- Monday thru Friday
- 9:00 a.m. to 4:00 p.m. ET



IN.gov/dcs

23

PRIMARY USER TRAINING

Training Details

- 12 sessions offered
- Attend just-in-time whenever possible
- May attend earlier or later, space permitting
- Registration for Rollout #1 opens June 27

Group	Training	Go-Live
Regional Rollout #1	September 2022	October 2022
Regional Rollout #2	October 2022	November 2022
Regional Rollout #3	November/December 2022	January 2023



IN.gov/dcs

24

<p>PRE- TRAINING MEETING</p>	<h2 style="margin: 0;">Pre-training Meeting</h2> <ul style="list-style-type: none"> • Wednesday prior to each training session. • Attendance is required • Agenda: <ul style="list-style-type: none"> ✓ What to Expect During Training ✓ MS Teams Basics & Polls ✓ INvest Training Environment ✓ Training Materials ✓ Final Reminders <p style="margin-top: 20px;"><i>*CSB ID use is required during training and for INvest access</i></p>
	
<small>IN.gov/dcs</small>	

25

<p>PRIMARY USER TRAINING</p>	<h2 style="margin: 0;">Preparing for Training</h2> <p>Find a quiet place where you can avoid interruptions</p> <ul style="list-style-type: none"> • What does this look like for your office? <ul style="list-style-type: none"> ○ Reserving jury room or other office space ○ Splitting staff attendance ○ Office closure ○ Limited services ○ Update voicemail, phone system ○ Notify public
	
<small>IN.gov/dcs</small>	

26

Questions



IN.gov/dcs

27

On-Site Support (OSS)

Angie Davis

28

**ON-SITE
SUPPORT**

On-Site Support Goals & Objectives

- Assist in a smooth transition
- Identify, analyze, and resolve troubleshooting issues
- Escalate issues to the Help Desk and Command Center
- Keep workers up-to-date on system changes or issues



IN.gov/dcs

29

**PRE-GO-LIVE
VISITS**

T-3 Visit

- Three months prior to go-live
- In person
- Confirm basic office demographics
- Gather user information
- Assist with technical set-up
- Answer questions

Pilot	May/June
Regional Rollout #1	July
Regional Rollout #2	August
Regional Rollout #3	October



IN.gov/dcs

30

<p>PRE-GO-LIVE VISITS</p>	<h2>T-2 Visit</h2> <ul style="list-style-type: none"> • Two months prior to go-live • Virtual via Teams • Provide Teams training • Confirm basic office demographics • Gather user information • Assist with technical set-up • Answer questions 								
	<table border="1"> <tr> <td>Pilot</td> <td>June/July</td> </tr> <tr> <td>Regional Rollout #1</td> <td>August</td> </tr> <tr> <td>Regional Rollout #2</td> <td>September</td> </tr> <tr> <td>Regional Rollout #3</td> <td>November</td> </tr> </table>	Pilot	June/July	Regional Rollout #1	August	Regional Rollout #2	September	Regional Rollout #3	November
	Pilot	June/July							
	Regional Rollout #1	August							
	Regional Rollout #2	September							
Regional Rollout #3	November								
									
<p>IN.gov/dcs</p>									

31

<p>PRE-GO-LIVE VISITS</p>	<h2>Day Zero Visit</h2> <ul style="list-style-type: none"> • Week prior to go-live • In-person or virtual via Teams • Ensure technical readiness • Explain transitional business processes • Answer questions 								
	<table border="1"> <tr> <td>Pilot</td> <td>July</td> </tr> <tr> <td>Regional Rollout #1</td> <td>September</td> </tr> <tr> <td>Regional Rollout #2</td> <td>October</td> </tr> <tr> <td>Regional Rollout #3</td> <td>December</td> </tr> </table>	Pilot	July	Regional Rollout #1	September	Regional Rollout #2	October	Regional Rollout #3	December
	Pilot	July							
	Regional Rollout #1	September							
	Regional Rollout #2	October							
Regional Rollout #3	December								
									
<p>IN.gov/dcs</p>									

32

PRE-GO-LIVE VISITS

Day One Visit

- Day of go-live
- In-person
- Ensure system access
- Troubleshoot technical issues
- Provide hands-on assistance using INvest
- Answer questions

Pilot	August 1
Regional Rollout #1	October 3
Regional Rollout #2	November 1
Regional Rollout #3	January 3



IN.gov/dcs

33

Questions





IN.gov/dcs

34

<p>Where to Find Information</p>	<h2>CSR → INvest → INvest Training, INvest Documents, INvest Videos</h2>	
<p>INvest Training</p> <ul style="list-style-type: none"> • Training calendar • FAQs • Resources 	<p>INvest Documents</p> <ul style="list-style-type: none"> • Communications • ECM Pre-Work • Change Champion • Super User • UAT 	<p>INvest Videos</p> <ul style="list-style-type: none"> • ECM • Clerk Work Group • Change Champion
<p><small>IN.gov/dcs</small></p>		



35



"Children will live in safe, healthy and supportive families and communities."

Next Clerk Workgroup Meeting:
June 23 @ 10:00 a.m. ET

INvest Project Team
DcsCbsINvestCommunications@dcs.in.gov

36